

Solid Waste Services

**NOTE: SOLID WASTE SERVICES DIVISION
HAS MOVED TO THE DEPARTMENT OF
ENVIRONMENTAL PROTECTION**

E-mail us at:
recycle@montgomerycountymd.gov

Call 240-777-6400 about:

- General Waste Reduction, Recycling & Information on “Buying Recycled”
- Recycling at Work
- Recycling in Apartments & Condominiums
- Grasscycling & Composting
- Solid Waste Facilities
- Trash Collection
- Recycling Collection
- Scrap Metal & Bulk Trash Collections
- Household Hazardous Waste

Go to **montgomerycountymd.gov/solidwaste** to subscribe to:

- E-mail notification of County-provided recycling and trash collections for holidays/inclement weather



Order more copies of this guide by calling 240-777-7155.

大量索取這份指南請電洽240-777-7155.

Ordene más copias de esta guía llamando al 240-777-7155.

Cần thêm bản hướng dẫn này xin gọi 240-777-7155.



**This brochure is printed on recycled paper.
PLEASE RECYCLE!**



Effective 8/1/08

Department of Transportation

Residents' Guide to Services

Isiah Leggett
Montgomery County Executive

Arthur Holmes, Jr.
Director

Need To Reach Us?

MCDOT HOTLINE: 240-777-7165

montgomerycountymd.gov/mcdot

Department of Transportation
101 Monroe Street
Rockville, Maryland 20850-2540



Office of the Director

E-mail us at:
mcdot.director@montgomerycountymd.gov

Call 240-777-7170 about:

- Community Outreach Programs
- Director's Office Issues
- Impact Tax & Development Approval Payments
- Master/Sector Plan Review & Analysis
- METRO & MARC Rail Oversight
- Regional Transportation Project Coordination
- State Transportation Project Coordination

Call 240-777-7155 about or e-mail us at:
mcdot.outreach@montgomerycountymd.gov

- Adopt-A-Road
- Beautification Grants
- Graffiti Removal
- Keep Montgomery County Beautiful Programs
- Pedestrian Safety Coordination
- Storm Drain Painting/Marking

Call 240-777-7252 about:

**NOTE: THE OFFICE OF REAL ESTATE HAS MOVED
TO THE DEPARTMENT OF GENERAL SERVICES**

- Closed Schools
- Leases on County Property

**Call the MCDOT HOTLINE at 240-777-7165
(after business hours, 5pm-8:30am, Monday -
Friday, All Day Saturday and Sunday) about:**

- Any Transportation Concern

Transit Services

E-mail us at:
mcdot.rideonbus@montgomerycountymd.gov

Call 240-777-RIDE (7433) about:

- Compliments/Complaints on Bus Service
- Operation of Transit Systems: Ride On, Metrobus, Metrorail
- Ride On Schedules, Scheduling Accessible Bus

Call 240-777-5824 about:

- Bus Shelter and Stop issues

Call 240-777-5800 about:

- Hiring and Training of Bus Operators
- New Service, Routes, Passenger Amenities (shelters, benches, pads, etc.)

Call 301-770-POOL (7665) about:

- Employer Outreach & Transit Subsidy Programs
- Information on Carpooling & Vanpooling
- Keep Montgomery County Moving Committee

Call 240-777-CABS (2227) about:

- Taxicab Licensing & Regulation

Call 240-777-2625 (Taxi Hotline) about:

- Taxicab Service & Performance

Call 240-777-5890 about:

- Medicaid Transportation

Call 240-777-5800 about:

- Call 'N Ride
- Other human services special transportation programs (formerly “Paratransit” programs)
- Transportation for Seniors & People with Disabilities



Transportation Engineering

E-mail us at:
mcdot.engineering@montgomerycountymd.gov



Planning & Design

Call 240-777-7270 about:

- ADA Ramps
- Sidewalks

Call 240-777-7244 about:

- Bikeways

Call 240-777-7223 about:

- Bridges
- Public Roads and Highways
- Storm Drains
- Transit Facilities

Call 240-777-7221 about:

NOTE: THIS SECTION HAS MOVED TO THE DEPARTMENT OF GENERAL SERVICES

- Building Design
- County Owned Facilities

Call 240-773-3410 about:

- Abandonments of Right-of-Way
- Disposition of Public Property
- Permanent Closures of Public Roads
- Property Acquisition



Construction

Call 240-777-7210 about:

- Road Construction



Highway Services

E-mail us at:
mcdot.highway@montgomerycountymd.gov

Call 240-777-6000 about:

- Leaf Vacuum Collection
- Maintenance of Trees in the County Right-of-Way
- Potholes
- Roadway Resurfacing & Paving
- Scheduled Mowing of County Rights-of-Way
- Shoulder Maintenance
- Sidewalk, Curb, or Gutter Repair & Replacement
- Snow Removal/Ice Treatment
- Storm Drainage Operation & Maintenance



Traffic Operations

E-mail us at:
mcdot.TrafficOps@montgomerycountymd.gov

Call 240-777-6000 about:

- Lane Markings & Street Name Signs
- Residential Parking
- Speed Humps & Other Traffic Calming Measures
- Streetlights
- Subdivision Development Plan Review
- Traffic Mitigation Agreement Reviews
- Traffic Signals
- Traffic Signs & Street Name Signs



County Facilities

Call 301-279-8111 about:

NOTE: THE FACILITIES MAINTENANCE SECTION HAS MOVED TO THE DEPARTMENT OF GENERAL SERVICES

- Maintenance of County Buildings, Parking Lots & Garages



Parking Management

E-mail us at:
mcdot.parking@montgomerycountymd.gov

Call 240-777-8744 (Silver Spring Store) or 240-777-8770 (Bethesda Store) about:

- Purchase of Parking Permits (monthly & residential)
- Cash Key (convenient meter payment method)

Call 240-453-0113 about:

- Parking Meters/Maintenance
- Parking Enforcement & Tickets
- Court Hearings & Appeals

Call 301-279-8111 about:

- Parking Garage or Lot Maintenance

Call 240-777-8740 about:

- Parking Policies. Studies, New Facilities Planning
- Parking Lot Districts & PLD Tax

Who Has Jurisdiction?

MCDOT may or may not maintain a certain aspect of a road, depending on whose road it is or what agreements have been reached. This chart provides a general rule of thumb for jurisdictional responsibilities. There are many exceptions! If your issue appears to be a County responsibility, contact the specific office using the numbers in this Guide. If your issue appears to be a State responsibility, contact the Maryland State Highway Administration (MSHA) at 301-513-7300 or 1-800-749-0737.



STATE ROAD (MSHA)



COUNTY ROAD (MCDOT)

HOW TO TELL THE ROAD TYPE	State road has a route number posted	County road has only a street name posted
OTHER ROAD TYPES: US OR INTERSTATE	MSHA	
ROAD MAINTENANCE (CURB-TO-CURB)	MSHA	Highway Services
SIGNS	MSHA	Traffic Operations
TRAFFIC SIGNALS	County first evaluates. Any recommended changes are MSHA's responsibility	Traffic Operations
SIDEWALK MAINTENANCE	In general County responsibility	Highway Services
SIDEWALK CONSTRUCTION	In general County responsibility	Transportation Engineering
TREES BETWEEN SIDEWALK AND ROAD OR ADJACENT TO THE ROAD	MSHA	Highway Services
RIGHT-OF-WAY MAINTENANCE (GRASS) BETWEEN SIDEWALK & ROAD	Adjoining property owner's responsibility	Adjoining property owner's responsibility
MEDIAN MAINTENANCE	MSHA	Highway Services